

DAS Customer Council Meeting

October 21, 2008

Members Present

Ray Walton, Vice-Chair, DAS; Lee Wilkinson, DOT; Brad Hier, DOC; Margaret Thomson, IDALS; Joan Moll, DHR; Keith Greiner, ICSAC; Greg Anliker, Elder Affairs; Larry Murphy, Judicial; Dave Heuton, DPS; Mary Jane Olney, Cultural Affairs; Nicole Gehl, Commerce-ABD; Roger Stirler, Revenue; Bill Gardam, DHS

Members Absent

Charlie Krogmeier, Chair, Department of Management; Mark Brandsgard, Legislative–House; Michael Marshall, Legislative-Senate.

Others Present

Teresa McMahon, DOM; Deb Bassett, DOM; Nancy Williams, DAS/GSE; Lana Morrissey, DAS/Finance; John Gillispie, DAS/ICN; Calvin McKelvogue, DAS/SAE; Debbie O’Leary, DAS/GSE Procurement; Paul Carlson, DAS/D&C; Laura Riordan, DAS/Marketing; Lorrie Tritch, DAS; Nancy Berggren, DAS/HRE; Mark Johnson, DAS/Legislative Liaison; Dale Schroeder, DAS/Fleet & Mail.

Call to Order

Meeting was called to order by Vice Chair Ray Walton at 1:00p.m.

Welcome & Roll Call

Member roll call taken by Nancy Williams.

Approve Minutes of September 25, 2008 meeting

MOTION: Larry Murphy moved to approve the minutes as submitted. Lee Wilkinson seconded the motion. Motion passed.

Approve alternates for Council Members – Action item

- Greg Anliker Alternate – Joel Wulf, Division Administrator, Department of Elder Affairs
MOTION; Greg Anliker moved to approve Joel Wulf as his alternate on the Council. Margaret Thomson seconded the motion. Motion passed.
- Charlie Krogmeier Alternate – Teresa McMahon, Division Administrator, Dept. of Management
MOTION: Larry Murphy moved to approve Teresa McMahon as Charlie Krogmeier’s alternate on the Council. Margaret Thomson seconded the motion. Motion passed.

Administrative Rules Changes – Updates

Teresa McMahon went over the Administrative Rules changes made in detail, noting what had been removed and added as discussed at the previous meeting. The Rules have been filed and will be effective December 10, 2008.

Discuss Customer Complaints Resolution Process

Council members advised there should be one DAS point of contact for the customers. DAS Director’s office will be the point of contact for all Customer complaints.

Changes to the Process, Purpose and Items 5 & 6 under the Process were discussed at length.

MOTION: Joan Moll moved to delete items 5 and 6 under process. Joan withdrew the motion.

The Customer Complaint Resolution Process document will be brought back to the November meeting. Staff will make changes to the Purpose and Process sections as discussed and indicate the point of contact for the customer is the DAS Director’s office.

Minutes Approved on 11/18/08

Approve By-Laws – Action Item

Mr. Gardam expressed concern with the proposed “Purpose” in the Administrative Rules noting it referred to “operation of” DAS. Mark Johnson advised as a general description of the new Administrative Rules, the Council is going to be looking at the operations of those utilities, the fee methodologies and fees that are going to be charged as well as looking at the service levels and the operations related to those utility services. Teresa McMahan advised the Administrative Rules say “oversee operations with regard to these services”.

Other suggested changes included: 1) In the Purpose, 2nd paragraph – change the word “ensure” , 2) Section 5, page two, reverse the two sentences.

MOTION: Bill Gardam moved to have this document revised as discussed and bring back to the Council at the November meeting. Greg Anliker seconded the motion. Motion passed

Business Plan – update from subcommittee

Larry Murphy advised the subcommittee met and is trying to put together a structure so we can have the business plan updated periodically. The subcommittee has put together an outline which includes the following list. The subcommittee will report back at the November meeting.

- Products and Services
- Description
- Classification
- Rationale
- Level of Service
- Evaluation of future products
- Financials of the business plan
- Include an Executive Summary – which is to be short – would talk about the business concept, the vision statement and the mission statement

Bill Gardam asked that they add “Performance Measures”.

Comments by Council members

None

Future Agenda Items Discussion

- Business Plans
- By-Laws
- Complaint Process
- Alternates
- 2009 Meeting Schedule

If you have agenda items, please e-mail to Deb Bassett at DOM.

Close and Adjourn

Adjourned at 1:45 pm

Respectfully submitted,
Nancy Williams, DAS/GSE

Minutes Approved on 11/18/08